

	Essential	Enhanced	Excellent
<b>Schedule Postings</b>	Hours are fixed and posted in a visible location Answering machine informs callers of schedule Printed handouts are readily available Hours listed on public access TV	Listed on website	Published in yellow pages
<b>Signage Standards</b>	ADA Compliant Signs designating key service areas Directional signs to key service areas Clear, easy to read Collection, genre signs	Instructional signs Bilingual (if applicable)	Professional produced Survey engaging library users
<b>Exterior Materials Return</b>	Secure Weatherproof Path is clear	Conveniently located for patrons Easy access from parking lot Walk less than 100 feet Lighted during darkness	Fireproof Walk less than 50 feet
<b>Restrooms</b>	Accessible to people with handicaps Meets current building code Clean, well maintained	Diaper changing table Low water flushing	Family restroom Automatic flushing Resource conservation
<b>Drinking Fountain</b>	Drinking water available to library visitors	Fountain or water cooler Fully accessible	2 level
<b>Information</b>	Telephone number listed in white pages	Menu based phone system Multiple listings in local telephone directory Webpage has basic information	Webpage updated weekly

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<b>Access</b>	Voice relay system used Staff is trained to promote LBPH Has ADA compliancy plan Provides accommodation and support for residents to ensure full access	Email address Library provides alternate formats Meets one additional ADA standard a year Stack areas are fully accessible to wheelchairs-minimum 36" Have tables and workstations that accommodate wheelchairs	TTY/TDY machine Library has assistive technology resources Completely ADA compliant Aisles are 42" wide or greater
<b>Public Phone</b>	Provides a means for telephone use	Has a phone for public use Dedicated line for public use	Public phones are fully accessible Library visitors do not wait longer than 10 minutes for a public phone
<b>Collection Access</b>	Materials are shelved using eighth DDC or LC Catalog is in electronic format Free access to all materials	Materials are reshelfed in 24 hours Remote access to catalog Library provides alternate formats	Materials are reshelfed within 12 hours Ability to reserve, renew from remote access